



You can rely on Defy. To simplify.

<b>INDOOR UNITS</b>	<b>OUTDOOR UNITS</b>
<b>AHI09H1P</b>	<b>ACI09H1P</b>
<b>AHI12H1P</b>	<b>ACI12H1P</b>
<b>AHI18H1P</b>	<b>ACI18H1P</b>
<b>AHI24H1P</b>	<b>ACI24H1P</b>

## INSTRUCTION MANUAL

**SPLIT WALL MOUNTED TYPE  
AIR CONDITIONERS**

Record in the space below the listed information for future reference.

SERIAL NUMBER.....

DATE OF PURCHASE.....

PURCHASED FROM.....

.....



Do not attempt to install or maintain the Air Conditioner yourself. Only authorised agents are to carry out installation and repairs. The manufacturer shall not assume responsibility for accidents or injury caused by incorrect installation. The installation instructions are provided in a separate booklet entitled "Installation Instructions"


## Read this manual before initial installation and operation of the appliance!


Dear Customer, Your new Defy appliance was manufactured in a state of the art facility and has passed the strictest quality control procedures. Please read this manual carefully before using your appliance for the first time and then store it within easy reach for future reference. We trust you will enjoy years of trouble free use.

### The user manual:


- This manual will provide you with information on how to safely operate and care for your appliance in order that you gain the maximum benefit from it.
- Pay particular attention to safety instructions.
- Read all additional documents supplied with your appliance.
- This manual may be used for several similar but different models. Please check for relevance regarding your particular model.

### Explanation of symbols used in this manual

 Important safety information. Warning for hazardous situations with regard to life and property.

 Caution; Warning for supply voltage.

 Caution; Warning for fire hazard.

 Useful information. Important information or useful hints about usage.

### Unpacking



Remove all packaging. Ensure that packing material is disposed of in a responsible manner and that any plastic bags are cut up to prevent children playing with them and accidentally suffocating. If the appliance is damaged in any way do not use it. Report the damage to your dealer who will take the necessary corrective action.

### Since the following are not factory faults they are the owners responsibility

Damage to the exterior finish and breakage of components.

Damage caused through improper use of the appliance.

Damage caused by moving the appliance.

	This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
	Children should be supervised to ensure that they do not play with the appliance.
	The manufacturer strives for continuous improvement. Thus technical specifications, text and illustrations in this manual are subject to change without notice.
	Figures represented in this instruction manual are schematic and may not correspond exactly with your appliance. If the parts are not included in the unit you have purchased, they may be model specific and only valid for some models.
	Values stated on the labels or in the documentation accompanying it are obtained in laboratory conditions in accordance with the relevant standards. Depending on operational and environmental conditions of the appliance, these values may vary.

## **Contents**














<b><u>1. Important Safety Information</u></b>	<b>4</b>
Warnings	4
Specifications	6
<b><u>2. Your Air Conditioner</u></b>	<b>7</b>
Indoor unit	7
Outdoor unit	7
Operating the unit	7
Remote control	8
<b><u>3. Using your air conditioner</u></b>	<b>9</b>
Operating the unit in selected modes	9
Turbo operation	9
Adjusting left/right air flow direction	9
Timer operation	9
Sleep mode	10
Replacement of batteries	11
<b><u>4. Maintenance and cleaning</u></b>	<b>12</b>
<b><u>5. Trouble Shooting</u></b>	<b>13</b>
<b><u>6. Service Centres</u></b>	<b>15</b>
<b><u>7. Warranty</u></b>	<b>16</b>

















# 1 Important safety information

Please review and observe the following information. Failure to do so may result in injuries or material damage and will render any warranty and reliability commitments void.

## Warnings

- Hand this owners manual over to the new owner should ownership change.
- The appliance must only be used for its intended purpose: Room temperature regulation.
- The appliance is intended to be used in household and similar applications such as in shops, offices and other working environments; farm houses and by clients in hotels, motels and other residential type environments; bed and breakfast type environments; catering and similar non-retail applications.
- Consult with your authorised DEFY service centre for all questions and problems relating to the air conditioner. Only authorised agents are to carry out installation and repairs.

	The appliance must be grounded. Incomplete grounding may result in an electric shock.
	Do not pull the power cord during operation. Doing so could cause a fire. To unplug the appliance, switch it off and remove the plug by pulling on the plug and not the cord!
	Do not attempt to extend the power cord by joining it to another cord, or by using an extension cord. Do not put any other loads on the power supply socket. Extension cables and multiway plugs must not be used for connection.
	Do not damage the power cord. Placing heavy objects on the power cord, having the power cord near objects that operate at high temperatures may cause electric shock and fire.
	Pull out the power plug or turn off the power supply when not using the appliance for a long period of time. (Accumulated dirt might cause fire).
	An earth leakage breaker with rated capacity must be installed to avoid possible electric shocks.
	Do not place burner type appliances where they will be exposed to the airflow of the air conditioner as this may cause incomplete combustion.
	<b>Do not use the following for cleaning:</b> Chemical solvents, insecticide or inflammable spraying materials. These will damage the appearance of the appliance. Do not spray or sprinkle water directly onto the indoor unit.
	Vapour and vaporized cleaning materials must never be used in cleaning the appliance. The vapour may come into contact with the electrical parts and cause a short circuit or electric shock.
	Close doors and windows (preferably use a curtain) while operating the appliance for a long time, if room air is quite turbid, open the door and window for a short period of time to allow for some fresh air circulation.
	If anything abnormal such as a burning smell occurs, stop the operation immediately and switch the circuit breaker off.
	Do not install the appliance at locations where flammable gas may leak. If there is an electrical leakage from the air conditioner, it may cause a fire or explosion.
	Do not use the appliance other than for its intended purpose. Do not use the appliance for cooling medicine or academic research samples which require strict temperature control.

	Do not insert a finger, a rod or any other objects into the air outlet/inlet grille. The fan runs at a high speed and it will cause an injury if touched.
	Do not dispose of the appliance along with regular household waste. Contact your local authority for disposal information and facilities available. Never dispose of the appliance in a fire.
	Do not allow children to hang on the appliance. Never use the parts of the appliance as a means of support or step.
	Young children or infirm persons are not to use the appliance without supervision.
	Keep ventilation openings clear of obstructions.
	Unplug the appliance when cleaning, during routine maintenance or if it will not be used for an extended period.
	Should the mains lead of the appliance become damaged or should it need replacing at any time, it must be replaced by a DEFY Authorised Service Agent.
	Never connect your appliance to electricity saving systems as they may damage the appliance. Do not pull the batteries apart or throw them into a fire, they will explode.
	Do not use explosive substances such as aerosol cans with a flammable propellant near the appliance. Do not use flammable gas, benzene, petrol or volatile substances near the appliance.
	In the event of a malfunction, disconnect the appliance from the power supply. Do not operate a damaged appliance. Consult with your nearest DEFY service centre should you have any concerns.
	Never place objects on top of the appliance, they may fall down and injure you.
	Never plug the appliance into the wall socket during installation. Death or serious injury may result.
	The electrical safety of the appliance is only guaranteed if the earth system of your home is compliant with national standards.
	Do not expose your body directly to the cool (or hot) air of the appliance for prolonged periods; do not cool (or heat) the room too much. This could effect your physical condition and cause health problems.
	To prevent condensed water from dripping from the appliance: Do not open windows and doors while operating the appliance in the COOL/DRY mode for too long a period of time under high humidity conditions. (above 80%).
	The appliance is to be installed in accordance with national wiring regulations. The appliance must NOT be installed in the laundry. The appliance must be installed 2.3m above the floor. The appliance must be positioned so that the plug is accessible. For models whose cooling capacity is above 4600W an all-pole disconnection device (which has at least 3mm separation distance in all pole and a residual current device (RCD) and a rating of above 10mA) is to be incorporated in the fixed wiring according to national regulations.

## Specifications

Type	Indoor unit	AHI09H1P	AHI12H1P	AHI18H1P	AHI24H1P
	Outdoor unit	ACI09H1P	ACI12H1P	ACI18H1P	ACI24H1P
Cooling capacity (Btu/h)		9000	12000	18000	24600
Heating capacity (Btu/h)		9480	12400	18700	25300
Air flow volume (m <sup>3</sup> /h)		450	500	850	1050
Power supply (V/Hz)		220-240/50			
Rated input power (W)	Cooling	820	1090	1460	2115
	Heating	770	1010	1530	2045
Rated input current (A)	Cooling	3.8	5.2	6.7	9.2
	Heating	3.5	4.8	7.0	8.9
Input power under worst conditions (W)		1300	2400	2800	3700
Input current under worst conditions (A)		7.0	12.0	13.5	15.5
Total gas quantity (g)		770	940	1200	2350
Indoor	Size of shape (mm)	745x250x195	800x280x190	900x292x215	1080x302x220
	Net weight (Kg)	8.5	10	13	15
	Noise (dB)	30-38	29-40	39-42	42-48
Outdoor	Size of shape (mm)	715x235x540	812x256x540	850x295x605	870x310x700
	Net weight (Kg)	28.5	30	41.5	57.5
	Noise (dB)	52	54	55	56
Specification and length of connecting pipe (mm)	Liquid tube	φ6	φ6	φ6	φ9.52
	Vapour tube	φ9.52	φ9.52	φ12.7	φ15.88

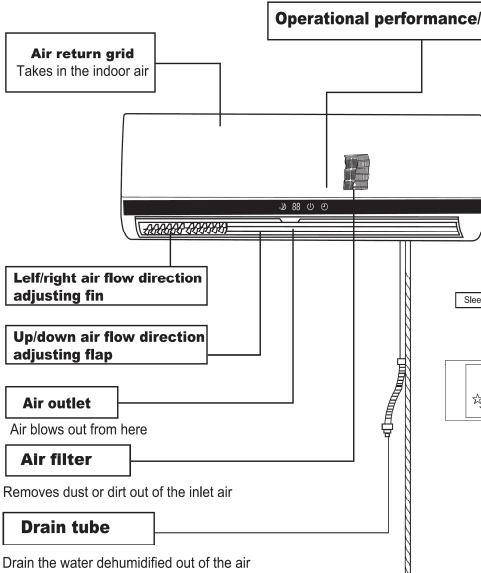


Specifications are standard values calculated on rated operating conditions and may vary according to working conditions.

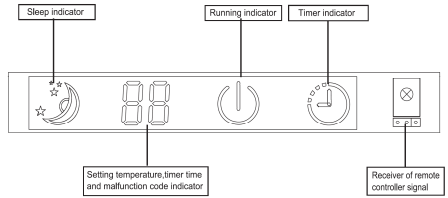
The rated value is tested under 27/19(In.) 35/24(Out) 20/15(In.) 7/6(Out).

## 2 Your Air Conditioner

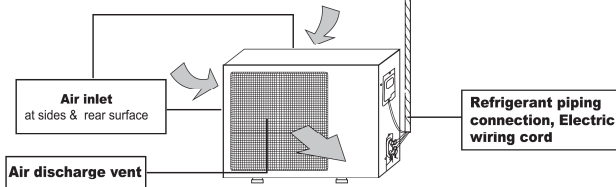
### Indoor unit



### Indicator panel



### Outdoor unit



### Operating the unit

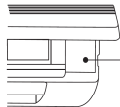
#### How to open



Lightly push both sides of the air inlet grid at the bottom and pull it to this side till a resistance is felt.

#### How to close

Push down the air inlet grid and then push both sides of air inlet grid at the bottom.



**Emergency operation key**

This button can be used as an emergency measure to turn on/off unit when remote controller is not available.



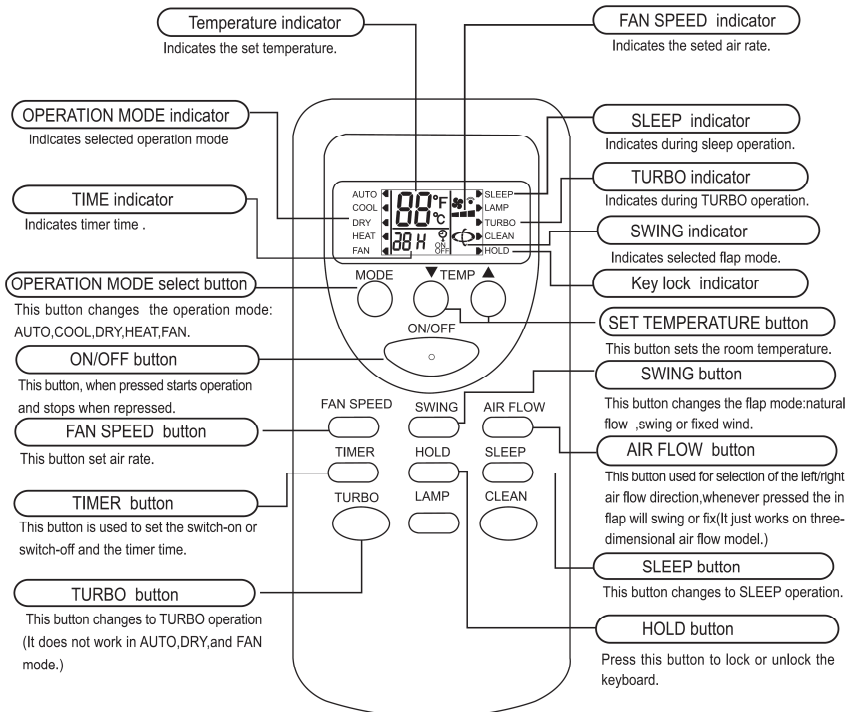
#### Note:

Do not open the Grid at an angle of over 60 degrees.  
Do not operate the units using force.

## Remote control

### Note:

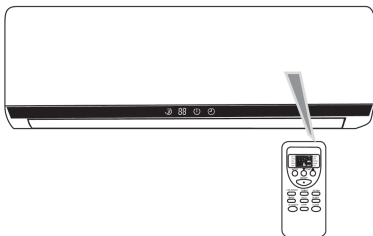
The appearance of remote controllers may vary slightly from model to model. Some indicators and functions on your remote control may not be applicable to the model you have purchased.



### NOTE:

- When TURBO operation is selected, room temperature is not controlled with operation being continually. If you feel the room temperature is too cool or too heat, please cancel the TURBO operation.

## Transmission procedure



When the remote controller is pointing toward the air conditioner unit, signal is sent each time a button on the remote controller is pressed. When signal is correctly received a sound is emitted from the unit.



## 3 Using your air conditioner

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### Remote controller

#### Operating the unit in selected modes

1. Point the remote controller at the unit, press the ON/OFF button, then press the MODE button, select the required mode: AUTO, COOL, DRY, HEAT or FAN.
2. Press the SET TEMPERATURE button to increase or decrease the readings until the required temperature is displayed. The room set temperature range is from 16°C-32°C.
3. Press the FAN SPEED button to choose the air rate that you require. (Low display indicates “■”). Medium display indicates “■■”, High display indicates “■■■”, Auto display shows the “■■■” indicator flashing. (Setting is automatically set to 25°C and adjustable in AUTO and DRY mode).
4. Press the SWING button to choose the up/down air flow direction required: Natural flow (display indicates “(” ) swing (display “(” indicator flashing), fixed wind (display indicates “(” ). (It is automatically set as fixed wind air flow direction in DRY mode).

#### Turbo operation

Press the TURBO button during the COOL or HEAT operation, the air rate will settle on HIGH. Press the TURBO button again to exit the TURBO operation.

**Note:** The air rate cannot be changed during the TURBO operation.

#### Adjusting left/right air flow direction

Horizontal & vertical auto swing can be adjusted via the remote controller. Press the AIR FLOW button, the air swinging fins will continually swing from left to right or in a fixed direction depending on the setting.

#### Timer operation

##### Set the switching off time

Set the time for the unit to switch off. The air conditioner will automatically stop operating when the selected time has been reached.

1. Whilst the air conditioner is operating, press the TIMER button, the air conditioner will then enter the timed switch off mode.
2. Press the TIMER button repeatedly to set the required time to switch off the unit. The timer is able to select within the range of between 1-24 hours. Every time the button is pressed the indication change is according to the following sequence: 1 → 2 → ... → 24 → Cancel (no indication) → 1.
3. After the setting of the timed switch off has been completed, the digits shown on the display screen will go down in increments of 1 for every elapsed hour. The displayed digits indicate the remaining time prior to the timed switch off.

## Set the switching on time

Set the time for the unit to switch on. The air conditioner will automatically stop operating when the selected time has been reached.

1. When the air conditioner is in the standby mode, press the TIMER button and the air conditioner will enter the timed switch on mode.
2. Press the TIMER button repeatedly to set the required time to switch off the unit. The timer is able to select within the range of between 1-24 hours. Every time the button is pressed the indication change is according to the following sequence: 1 → 2 → ... → 24 → Cancel (no indication) → 1.
3. After the setting of the timed switch on has been completed, the digits shown on the display screen will go down in increments of 1 for every elapsed hour. The displayed digits indicate the remaining time prior to the timed switch on.

## Exiting the timer function


When the indicator on the display screen is 24 hour, press the TIMER button again to delete the timed mode.

## Sleep mode

Use this mode to reduce the operating sound whilst sleeping.

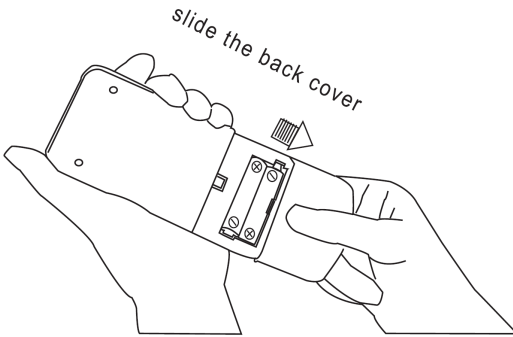
Press the SLEEP button, the air flow sound from the indoor unit is decreased.



Press the SLEEP button again to exit the mode.

	Use the sleep mode when you are going to bed. If this mode is used during the day, the capacity is reduced since the ambient temperature is too high. (COOL MODE).
	During the cooling operation, after the machine begins to operate in sleep mode, the room temperature will be raised gradually by 2°C higher than the selected setting.
	During the heating operation, after the machine begins to operate in sleep mode, the room temperature will be dropped gradually by 5°C lower than the selected setting.

## Replacement of batteries

- **Replace the batteries when any of the following conditions occur:** When the signal from the remote controller is weak and the indoor unit does not receive a proper signal, the indicators on the display screen become blurred.
- Slide the back cover of the remote controller off, remove the old batteries and replace with two new batteries.
- The positive and negative poles must match with the batteries poles.
- New batteries of a matching type must be used.
- If the remote controller will not be used for an extended period of time then remove the batteries to prevent any leakage of the electrolyte from damaging the remote controller.
- If the remote controller enters an abnormal state, remove and then reinsert the batteries to clear the display.



	The manufacturer strives for continuous improvement. For this reason, the text and illustrations in this manual are subject to change without notice.
	<b>Warning:</b> Do not break, pull the batteries apart or throw them into a fire. There is a risk of explosion and fire.

## 4 Maintenance and cleaning

Clean the front grille and air filters at least once in every two weeks.



**Warning:** Before cleaning, be sure to stop the operation of the air conditioner and switch off at the circuit breaker.

### Before the season of operation

1. Check to see if there are any blockages on the intake and outlet vents of the indoor and outdoor units.
2. Check to see if the installation stand is corroded or rusty.
3. Check to see that the machine is properly grounded.
4. Check that the air filter is clean.
5. Connect to the power source.
6. Refit the batteries into the remote controller.

### During the season of operation

#### 1. Remove the air filter screen from the unit

- Gently press the two lower ends of the grid and open it.
- Gently pull up the air filter screen and remove it towards the direction of your body.

#### 2. Clean the air filter screen

If the screen is very dirty, use lukewarm water (about 30°C) to clean it. Air it to dry out after cleaning.

#### Note:

- Do not use boiling water to clean the screen.
- Do not attempt to dry the screen over a heat source.
- Do not exert too much force by pulling or stretching the screen.

#### 3. Install the air filter screen

To operate the air conditioner without the air filter screen on will cause the interior of the machine to get dirty which will in turn lead to poor performance or damages to the units.

### Clean the air conditioner

- Use a soft and dry cloth to wipe the air conditioner, or use a vacuum cleaner to clean it.
- If the air conditioner is very dirty, use a piece of cloth and soak it with neutral home use detergent to clean the unit.
- Wipe the surface of the unit with a moist cloth and then wipe it again with a dry cloth. (Do not use benzene, solvent or any other chemical products).

### After the season of operation

1. Set the temperature at 30°C and operate in the fan mode for around half a day in order dry out the interior of the unit.
2. Stop the operation of the machine and switch off the power switch.

The air conditioner will consume about 5W of electric power after the machine is switched off. For the purpose of energy saving and safety, it is advisable to pull out the plug during non operational seasons.

3. Remove the air filter screen, clean it and refit.
4. Clean the indoor and outdoor units.
5. Remove the batteries from the remote controller.



**Note:** If the air filter screen is blocked by dust or dirt, the performance of cooling and heating will be affected, with the operation noise and power consumption increased. Therefore, the air filter screen should be cleaned regularly.

### Basic principals and performance (Features of the heating operation)

- The unit absorbs heat from the outdoor air and transfers it indoors so as to heat the room air. The heating capabilities, through the principle of the heat pump, go up/down with the increase/decrease of the temperature of the outdoor air.
- Room temperature is raised in a short time through this type of hot air circulation system.
- When the outdoor temperature is very low, the system can be used together with other heating devices. Ensure good ventilation is maintained for safety and to prevent accidents.

### Defrosting

When the outdoor air temperature is very low and humidity is very high, frosting will occur on the heat exchanger of the outdoor unit, this has a negative impact upon the heating performance efficiency. If this occurs then the automatic defrosting function will come into play. The heating operation will be stopped for 5-10 minutes in order for the defrosting process to occur.

- The fans of both the outdoor and indoor units are stopped during defrosting.
- During defrosting the outdoor unit may generate steam. This is due to rapid defrosting and is not a performance failure.
- Upon completion of the defrosting process, the heating operation is resumed.

## 5 Trouble shooting

Please review this list before calling a service centre. It could save you time and money. This list includes frequent complaints that do not arise from defective workmanship or material usage. Some of the features described here may not apply to your model.

Symptom	Check
The air conditioner does not operate.	<ul style="list-style-type: none"><li>• Make sure the air conditioner plug is securely plugged in.</li><li>• Are there any obstacles or disturbance supply oscillators in the room that may be disturbing the signal from the remote controller?</li><li>• Is there a power failure?</li><li>• Is the power plug plugged in properly?</li><li>• Check for a blown fuse or tripped circuit breaker.</li><li>• Test the wall socket for power using another appliance.</li><li>• Inspect the electrical cord for damage.</li><li>• Eliminate the use of an extension cord, if any is being used.</li><li>• Is the time set to the "ON" position?</li></ul>
The remote controller is not operational.	<ul style="list-style-type: none"><li>• Check whether the batteries of the remote controller are usable.</li><li>• Check whether the batteries are positioned correctly.</li></ul>
Poor cooling or heating performance.	<ul style="list-style-type: none"><li>• Is the temperature setting appropriate?</li><li>• Are the air filters clean?</li><li>• Are there any obstacles blocking the inlets and outlets of the indoor and outdoor units? Is sleep mode used during daytime?</li><li>• Is the indoor fan speed set low?</li><li>• Are doors and windows closed?</li></ul>

Symptom	Check
Poor cooling performance.	<ul style="list-style-type: none"> <li>Is there direct sunlight in the room? Is there a heat source in the room? Are there too many people in the room?</li> </ul>
Operation does not start straight away when the RUN button is pressed after operation was stopped.	<ul style="list-style-type: none"> <li>This is to protect the air conditioner. Please wait 3 minutes.</li> </ul>
Air does not immediately blow out at the start of the heating operation.	<ul style="list-style-type: none"> <li>The air conditioner is not ready to blow out enough warm air. Please wait for between 2-5 minutes.</li> </ul>
The unit will not stop blowing out air immediately after shut down on COOL operation (some models).	<ul style="list-style-type: none"> <li>The inside of the unit is drying out (mould proofing operation), the indoor fan motor runs at low speed. The louver will not close until after 30 seconds.</li> </ul>
Air is not blown out for 6 to 12 min, at heating operation.	<ul style="list-style-type: none"> <li>When the outdoor temperature is low and humidity is high, the unit sometimes performs defrosting automatically. Please wait. During defrosting, water or steam is emitted from the outdoor unit.</li> </ul>
Air is not blown out at DRY operation.	<ul style="list-style-type: none"> <li>Indoor fan is sometimes stopped to prevent vapour of dehumidified moisture and to save energy.</li> </ul>
Mist is blown out at COOL operation.	<ul style="list-style-type: none"> <li>This phenomenon sometimes occurs when the temperature and humidity of the room are very high, but it will disappear with the lowering of the temperature and humidity.</li> </ul>
The unit emits odours.	<ul style="list-style-type: none"> <li>Air blown out during operation may smell. The air conditioner may have absorbed odours from the immediate surroundings such as tobacco smoke or cosmetics.</li> </ul>
Noise is heard like a cracking sound.	<ul style="list-style-type: none"> <li>This is caused by the refrigerant that is circulating inside the unit.</li> </ul>
Noise is heard like a cracking sound after a power outage or after disconnecting the power supply plug.	<ul style="list-style-type: none"> <li>This is caused by heat expansion or contraction of plastics.</li> </ul>
Operation can not be restarted even if the power is recovered.	<ul style="list-style-type: none"> <li>The memory circuit of the microcomputer is cleared. Operate the remote controller again to restart the operation.</li> </ul>
Remote control signals are not received.	<ul style="list-style-type: none"> <li>Remote control signals may not be received when signal receiver on the air conditioner body is exposed to direct sunlight or strong lighting.</li> </ul>
Moisture may form on the air outlet grilles.	<ul style="list-style-type: none"> <li>If the unit is operated for a long period of time with the high humidity, moisture may form on the air outlet grilles and drip down.</li> </ul>

**If one of the following symptoms occurs, please switch the circuit breaker off immediately and call the nearest authorised Defy service centre for help.**

- The power cord has overheated or is damaged.
- An abnormal sound is heard during operation.
- The circuit breaker, fuse or the earth leakage breaker often cuts off the operation.
- One of the switches or buttons often fails to work normally.
- The air conditioner emits a burning smell during operation.
- Water leaks from the indoor unit.
- Abnormal noise is heard during operation.
- If a faulty operational movement is observed when the RUN button is pressed, Even after pulling out the power plug and restarting the operation after 3 minutes, the faulty movement does not disappear.

**6****Service Centres**

If you have followed the instructions and still have a problem, contact the nearest Defy Service Centre. They will be able to advise you on any aspect of the appliance or send a qualified technician to repair it.

**South African Service Agents:****BLOEMFONTEIN**

160 Long Street, Hilton, Bloemfontein 9301  
Tel: 051 400 3900  
[Bloemfontein.Service@defy.co.za](mailto:Bloemfontein.Service@defy.co.za)

**CAPE TOWN**

5A Marconi Rd. Montague Gardens, 7441  
Tel: 021 526 3000  
[CapeTown.Service@defy.co.za](mailto:CapeTown.Service@defy.co.za)

**DURBAN**

35 Intersite Avenue, Umgeni Business Park,  
Durban, 4051  
Tel: 031 268 3300  
[Durban.Service@defy.co.za](mailto:Durban.Service@defy.co.za)

**EAST LONDON**

16 Bowls Rd. Arcadia, East London, 5201  
Tel: 043 743 7100  
[EastLondon.Service@defy.co.za](mailto:EastLondon.Service@defy.co.za)

**JOHANNESBURG**

Cnr. Mimetes & Kruger Sts. Denver ext.12  
Johannesburg, 2094  
Tel: 011 621 0200 or 011 621 0300  
[Gauteng.Service@defy.co.za](mailto:Gauteng.Service@defy.co.za)

**POLOKWANE**

87 Nelson Mandela Drive, Superbia 0699  
Tel: 0152 92 1166 / 7 / 8 / 9  
[Polokwane.Service@defy.co.za](mailto:Polokwane.Service@defy.co.za)

**PORT ELIZABETH**

112 Patterson Road, North End, Port Elizabeth 6001  
Tel: 041 401 6400  
[PortElizabeth.Service@defy.co.za](mailto:PortElizabeth.Service@defy.co.za)

**PRETORIA**

Block A1 Old Mutual Industrial Park,  
Cnr. D.F.Malan Drive & Moot Str. Hermanstad, 0082  
Tel: 012 377 8300  
[Pretoria.Service@defy.co.za](mailto:Pretoria.Service@defy.co.za)

**Sub-Saharan Africa Service Agents:****ZAMBIA: SOUTHGATE INVESTMENTS LTD**

Plot 1606, Sheki Sheki Road  
P.O. Box 33681  
Lusaka, 10101, Zambia  
Tel: +260 0211 242332/3  
Fax: +260 0211 242933  
[sgiservicecentre@microlink.zm](mailto:sgiservicecentre@microlink.zm)

**NAMIBIA: ATLANTIC DISTRIBUTORS (PTY) LTD**

10 Tienie Louw Street, Northern Industrial Area  
P.O. Box 21158, Windhoek, Namibia  
Tel: (061) 216162  
Fax: (061) 216134  
[atlantic@mweb.com.na](mailto:atlantic@mweb.com.na)

**ZIMBABWE: TRADECOMAFRICA**

Trade Com Africa, 183 Loreley Crescent  
Msasa, Harare, Zimbabwe  
Tel: +263 4 486165/6  
Cell: +263 772 469010  
Cell: +263 772 469011

**BOTSWANA: RAY MORGAN AGENCIES**

RMA Service Centre, Plot 48, East Gate  
Gaborone International Commerce Park  
Kgale View, Gaborone  
Botswana  
Tel: +267 390 3996 / 390 3912  
Fax: +267 318 7376  
Cell: +267 7134 6539  
[service@rma.co.bw](mailto:service@rma.co.bw); [raja@rma.co.bw](mailto:raja@rma.co.bw)

**SWAZILAND: LYNDS DISTRIBUTORS**

P.O Box 716, Mbabane, Swaziland, H100  
Tel: (00268) 2515 4310/8  
Fax: (00268) 2518 4318

**MOZAMBIQUE: COOL WORLD. LDA**

Rua da Resistencia No. 97B R/C  
Cell: +258 84 44 61 234  
[coolworldlda@hotmail.com](mailto:coolworldlda@hotmail.com)  
Nosso Show Room  
Av: da Industrias, Parcela No.735 \* 735A  
Machava, Maputo

**OTHER AREAS ARE SERVICED BY OVER 200 AUTHORISED SERVICE AGENTS.  
PLEASE CONSULT THE NEAREST REGIONAL DEFY SERVICE CENTRE FOR DETAILS.**

Please register your product at  
[www.defy.co.za](http://www.defy.co.za)  
DEFY APPLIANCES (PTY) LTD  
P.O.BOX 12004  
JACOBS  
DURBAN  
4026  
SOUTH AFRICA

This certificate is issued by DEFY APPLIANCES (PTY) LIMITED manufacturers of Defy and Ocean products, hereinafter the Company, to the original purchaser only, of the appliance described on the certificate and shall constitute the only warranty given in respect of this appliance.

The Company warrants to the original purchaser that for a period of TWO YEARS from date of purchase the appliance is free from defect under normal domestic use, both in workmanship and material, subject to the following conditions.

1. Repair or replacement of any part of this appliance, found by the Company to be defective, shall be at the election of the Company. The Company reserves the right to effect such service through any of its Service Divisions or Authorised Service Dealers. The cost of such service shall be borne by the Company in full, provided that the appliance is located no further than 50km from a Company Service Centre or an Authorised Service Dealer. Where the appliance is located beyond the 50km radius, the purchaser shall be liable for the standard travelling charges, as determined by the Company.
2. Vitreous enamelware, fuses and lamps are specifically excluded from these warranties. It is an express condition of these warranties that the purchaser takes due care and attention in the use and maintenance of the appliance. Abuse, misuse in conflict with operating instructions, connection to incorrect voltages and subjection to commercial use shall release the Company from its obligations.
3. This warranty shall become void and cease to operate if the appliance is dismantled by, or any repairs to the appliance are effected by any persons not duly authorised by the Company, or if substitute parts not approved by the Company are used in the appliance, or if the serial number of the appliance is removed.
4. The Company shall not be responsible for damages resulting from fire, flood, civil disturbances or any Act of God. The Company shall not, in terms of these warranties be responsible nor held liable for any consequential loss or damage of any kind caused by or due to the failure or malfunction of the appliance.
5. The Company shall not be responsible for transportation or other costs other than those incurred within the provisions of Point 1 of this Certificate.
6. **For warranties in the Republic of South Africa and Sub-Saharan Africa, please contact your nearest Defy office. Please refer to the previous page for respective South African service agents and Sub-Saharan Africa service agents.**
7. Where service is requested under warranty and no fault or defect can be found by the Company, all costs incurred will be for the purchaser's account.
8. **The units are to be serviced every 12 months by an authorised installer/technician, the cost of which is for the purchasers account. Failure to ensure that a unit is serviced according to the prescribed service intervals will result in the warranty becoming void.**
9. This Certificate as well as your invoice will serve as proof of purchase. For the purpose of warranty, it will be essential to produce this Certificate and invoice. Failure to do so, will render the purchaser liable for service costs.

**KEEP THIS CERTIFICATE AND SALES INVOICE AS PROOF OF  
PURCHASE FOR WARRANTY PURPOSES.**